



Raneem Mohammad Saleh

Date of Birth:13/7/1991

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Professional Experience

Front Office Manager

July 2023-Now

Grape village hotel.

Front Office

Nov 2022-Apr 2023

Grape village hotel.

Customer service representative

April 2015-April 2019

Jordan kuwait bank, Jordan

Key Responsibilities

- Providing Outstanding Customer Service
- Regular attendance of Service
- Completion of Compliance and Risk Reports
- Working towards Deadlines on a regular basis
- help to solve the problem
- Achieving Sales Targets and Quarterly
- Providing all Banking Services and Products to Clients as like: rtgs transfer, guarantees, and all kinds of facilities.

- Liaising and Relationship Building with External Parties
- Coaching, Training and Mentoring of other staff.

Education

B.Accounting

Middle East University – 2013
Grade: 3:39/4
Jordan Amman

Objective

I am looking for new challenges where I can use my existing skills and further develop My career.

Key Skills

- Sky horizon System.
- Data Card System.
- Groups and Individual reservations management.
- Solve problems.
- Establishing corporate contracts .
- Team Management.
- Effective Communication .
- Supervising Operations
- Customer Service Skills.
- Banking Skills.
- Microsoft Office – Excellent
- Internet – Excellent.
- Time Management & Deadline-Oriented.
- Confidentiality.

Personal Attributes

- Organised.
- Accept Criticism.
- I can work under pressure.
- Adaptability.
- Drive for Results.

References

Mr. Ahmad Abu Ghoush
General Manager at grape village hotel
Phone :upon Request